**PARENT COORDINATION SERVICES AND PROTOCOLS AGREEMENT**

1. PC and Parent Communications

2. Monitoring Stipulations

3. Parent Coaching

4. Dispute Resolution

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**PC and PARENT COMMUNICATIONS**

**Contact with the PC**

The PC will have varying degrees of communication with the parents, depending on the needs of the case. Communication will occur via email, scheduled phone calls, and scheduled meetings.

Emails to me should be brief and are to request a specific service and/or to schedule a phone or office appointment. Unless specifically requested, do not copy me on communication with the other parent.

Phone calls are often scheduled in 15-minute increments. Additional time can be scheduled if needed.

In office appointments are scheduled as needed and available. Appointments are generally one hour. Additional time can be scheduled if needed.

**Parent to parent communications**

The parents will have varying degrees of communication with each other, depending on the family’s needs. Email communication is generally preferred, as it creates a record. Text communications are advised when time is limited, or the matter is urgent (i.e. information needs to be communicated/responded to in less than 24 hours, or your child needs emergent medical attention). Phone calls should be limited.

The guidelines below are drawn from the AZ AFCC Co-Parenting Communication Guide:

• Limit email to one topic.

• Keep email brief, such as one paragraph with five sentences.

• Keep the email focused on sharing information about present or future activities, or about a

developing problem.

• Keep the focus of the email on the child/ children.

• Say something once and don’t repeat yourself.

• Use respectful language. No abusive, sarcastic or insulting words. No profanity.

• Respond to an email in a timely manner, within 24 hours of when it was sent.

• Each parent should send no more than two emails per day unless there is an emergency.

• Emails should be sent between the two parents instead of a stepparent or significant other to a parent.

These guidelines are expectations for your communications.

Other guidelines may be instituted, based on your case.

**MONITORING STIPULATIONS**

**What is monitoring?**

Some parenting plans/PC orders require the PC to monitor parent communication, treatment services, completion of criteria, or other specific elements.

Guidelines for effective parent communication are provided above.

When communication protocols are violated, a parent may raise this as a dispute. Once raised as a dispute, I will review relevant parent communication.

Treatment services and completion of criteria will be verified as required by the parenting plan or on an as needed basis. Both parties will receive verification information.

**PARENT COACHING**

**What is it?**

Parent coaching assists a parent in developing effective strategies related to interactions with the other parent, the children, and relevant others. The focus is on choices or actions available to the parent being coached and/or with the children while in that parent’s care, and not on the other parent or children when in the other parent’s care.

**How do I access it?**

Email me, **subject line: Coaching requested,** and request a scheduled 15 or 30-minute phone call. I will schedule a call with you within 24 to 48 hours. We will discuss the challenge and develop options;

additional time by phone or in person will be scheduled if needed.

**DISPUTE RESOLUTION**

**What is a dispute**?

A dispute is a disagreement between you and the other parent. Areas of disagreement include:

compliance with the parenting plan, interpretation of the parenting plan stipulations or language, communications, responsibilities, child-related decisions, and other.

**What to do with a dispute?**

As soon as you are aware that you and the other parent disagree and/or when you encounter difficulty reaching a resolution, you should email me **subject line: Dispute resolution requested**, copied to the other parent, and request my time to assist with the dispute. Provide a brief description of the issue (we cannot agree to an afterschool activity), a brief description of the reason/need, and any relevant time sensitivity (sign-ups close in one week). Once you request my assistance, communications between the parties on the topic should cease.

I will email each parent to gather basic information about the dispute. I will review the parenting plan and the order appointing me to confirm the dispute is within my authority. If needed, I will schedule a call with each parent 48 hours after initiating dispute resolution to gather any additional information or clarify my understanding.

I will email both parties my decision or recommendation.

In some cases, an issue is more complicated and may require input from collaterals or information gathering. In these cases, I will keep the parties updated on each step and timeline of actions.

In some disputes, resolution is not possible when the dispute is based in differing perspectives, actions you did not observe, and/or reports from the children. In these disputes, I will recommend individual parent coaching.

**What if one or both parents disagree with the recommendation?**

Either party may seek to revise or clarify my decision/recommendation within 48 hours. In order to do so, email me **subject line: Request reconsideration of recommendation**, copied to the other parent, and briefly identifying the outcome you are seeking and your reasoning. The other parent has 24 hours to provide a response to me, copied to you. I will respond to both with a final decision/recommendation.

Generally, the parties are ordered to follow my decisions even if you object, while seeking review by the court.

Recommendations go into effect as a decision, unless there is an objection made within ten days of the recommendation being delivered

**TERMINATION OF SERVICES**

Parents who are unable or unwilling to follow these protocols, guidelines and recommendations or keep his/her account current will be considered noncompliant. I will suspend or terminate services, at my discretion, based on noncompliance.

**FEES AND ALLOCATION OF FEES:**

The Parenting Coordinator's fees shall be shared according to the following allocation: Petitioner \_\_\_\_\_\_; Respondent \_\_\_\_\_\_.

The Parenting Coordinator fees are $300.00 per hour. Time spent in interviewing, report preparation, review of records and correspondence, telephone conversations with the parents or other relevant to the parental disputes, travel, court preparation and any other time invested in connection with serving as Parenting Coordinator will also be billed at the $300.00 hourly rate. The Parenting Coordinator shall have the right to allocate payment of her fees at a percentage different from the above if she believes the need for her services is attributable to the conduct and/or intransigence of one party.

The Parenting Coordinator shall be reimbursed for any expenses she incurs in association with her role as Parenting Coordinator. Their costs may include, but are not limited to, the following: Photocopies, messenger service, long-distance telephone charges, express and/or certified mail costs, parking, tolls, mileage, and other travel expenses.

The Parenting Coordinator may require an advance fee, credit card to secure fee payment, payment at the end of each in-person session, and may require payment within seven (7) days of receipt of billing sent for all other services, as above and may require replenishment of the retainer. Any objection to the Parenting Coordinator bills may be brought to her attention in written form within five (5) days of the billing date; otherwise the billing shall be deemed agreed. The Parenting Coordinator may cease to perform services for the parties if payment is not current.

In the event that either party fails to provide forty-eight (48) hour telephone notice of cancellation of any appointment with the Parenting Coordinator, such party shall pay all of the Parenting Coordinator charges of such missed appointment at the full hourly rate, at the discretion of the Parenting Coordinator.

**CONSENT FOR SERVICES**

**PARENT COORDINATION**

Client:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Parent Coordinator:

Caroline J Plummer

I, the above-named client, assent that I have read Caroline J Plummer’s *Parent Coordination Services and Services Agreement (*a total of five pages). I consent to seek the services of Caroline Plummer, under the conditions described in the disclosure statement. I have entered into this contract freely and know that it is the right of either myself or Caroline Plummer to terminate services at any time. I know that I have the right and responsibility to ask questions and receive answers regarding the nature and progress of our work together whenever I have concerns. As part of this contract, I also agree to the following policies:

* No drugs, prescription, non-prescription, legal or illegal (including marijuana) or alcoholic beverages shall be taken prior to or during any meeting or scheduled interaction without the knowledge of the coach.
* Client is asked to notify the coach if he/she anticipates being delayed or absent from a meeting or scheduled interaction prior to the starting time.
* Client agrees to **pay full charge for late cancellations (less than 48 hours)** and for “no show” meetings or scheduled interactions.
* Client has reviewed, agreed to the payment provisions set forth herein.

I understand and accept that Caroline Plummer practices independently and does not carry a pager or attempt to maintain being “on-call” 24 hours each day. I understand and accept that she is not functioning as a psychotherapist, generally is not available to assist me in a crisis situation and I agree to utilize other community-based support systems (i.e. the Crisis Clinic or any hospital-based emergency room, 9-1-1) in case of a crisis or emergency as needed.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read and agree to the above stated policies and conditions of services.

Client Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent Coordinator Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client’s Signature Date Coach’s Signature Date